

# SingTel PowerON Desktop Backup

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## User Manual



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## 1. SingTel PowerON Desktop Backup Help

This guide describes the SingTel PowerON Desktop Backup program and explains how you can use it.

### 1.1. What is SingTel PowerON Desktop Backup?

The SingTel PowerON Desktop Backup program is a software application, which you can use to back up and restore your pictures, videos, music, e-mail messages, and other documents.

The SingTel PowerON Desktop Backup service works on the Internet. Depending on the version of the SingTel PowerON Desktop Backup service, you can have either limited (i.e. Trial) or unlimited backup space available. Stored remotely, the data is in many ways more secure than if stored on your computer's hard drive.

You can access your remotely stored data also through the Internet and view, play, download, and optionally also share your files.

**Parent topic:** [SingTel PowerON Desktop Backup Help](#)

### 1.2. How does the program work?

You can choose what kind of content you want to backup. SingTel PowerON Desktop Backup finds and automatically backs up your files by the selected content categories.

**Note:** Backing up files by content categories is available only in the SingTel PowerON Desktop Backup version with unlimited backup space (i.e. Full version).

You can also select to include specific files and folders in your backup.

The files are backed up to a secure server on the Internet. The automatic backup is a continuous process that works in the background. The program watches for any changes in files on your computer and adds them automatically to the backup.

**Note:** If you exclude a content category that you have previously included in the backup, the already backed up files in that content category are automatically removed from the backup. They are moved within a certain number of days, which you can change in your settings. After this period, you can no longer restore these files.

Later on, you can restore any file from the backup to your computer. You can restore all your files automatically, or you can manually select the files for restoring.

**Parent topic:** [SingTel PowerON Desktop Backup Help](#)

## 2. Installation

The sections below explain how you can install the SingTel PowerON Desktop Backup program on Windows computers and activate it.

### 2.1. Installation on a Windows computer

The following gives you instructions on how to install the SingTel PowerON Desktop Backup program on a Windows computer.

You can download the SingTel PowerON Desktop Backup program from the SingTel PowerON Desktop Backup product page.

To install the program:

1. After you have downloaded the SingTel PowerON Desktop Backup program, double-click the ***SingTel PowerON Desktop Backup.exe*** file to start the installation.
2. Select the installation language and click **OK**. The license agreement opens.
3. Read the license agreement. If you agree with the license agreement, click **Accept**. The installation starts.

When SingTel PowerON Desktop Backup program launches for the first time after the installation, you need to activate the program. A wizard guides you through the activation.

Parent topic: [Installation](#)

### 2.2. Activating the service

When you open the service for the first time after the installation, you need to activate it. To activate the service, you need to enter your subscription key.

To activate the service:

1. Enter the subscription key in the ***Enter your subscription key*** window. You received it when you subscribed to the service. Keep the subscription key in a safe place. You need it later on, for example, to restore your files
2. Click **Next**.  
Parent topic: [Installation](#)
3. If you are using a proxy to connect to the internet, go to **Settings**, select **Proxy Settings** tab and fill in the proxy details to connect to the internet.

### 3. Backing Up Files

This chapter explains what file categories can be backed up and what file locations are backed up by default. You can backup your files by their category, wherever they are on your computer. If you have files in specific locations that you want to backup, you can include them in the backup.

#### 3.1. Starting the first backup

The first backup can take several days or even a few weeks, depending on the speed of your computer, the available bandwidth, and the amount of data.

We recommend that you leave your computer turned on overnight, until the initial backup is completed. You can use your computer normally during the backup.

To start the first backup:

1. After you have entered your subscription key, select **Back up files**.
2. Next, select one of the following, and click **Next**:
  - If you have not used SingTel PowerON Desktop Backup before, you must create a user name. Click **No, I have not. I want to create a user name now**.
  - If you have used SingTel PowerON Desktop Backup before, log in. Click **Yes, I have. I want to log in with my user name**.

Depending on your selection, a window for either logging in or creating a user name opens.

3. Do the following:
  - Enter your e-mail address.
  - Enter a password.  
The password should be easy to remember, but hard to guess. Use a combination of lowercase and uppercase characters, and numbers.
  - Click **Next**.

You need the e-mail address and password for:

- receiving reports of backup events on your computer,
  - accessing your backed up files on the web, and
  - any technical support you may require in the future.
4. Click **Continue**. The program validates your user name.
  5. Do one of the following to create a new backup:
    - Enter a name for the backup to help identify it later. You may need the name if you move the backup to another computer, or
    - If you have already created all the backups that your license allows, you must first delete an existing backup to create a new one. Select a backup that you want to delete, click **Delete**, and confirm the deletion of the selected backup. Then enter a name for the new backup.

**Note:** If you are re-installing the program on your computer and there is an existing backup, you can select to either use the existing backup or create a new one.

6. Click **Next**.
7. You can backup files by categories, by files and folders, or both. Do the following to select what kind of files you want to backup:
  - In the **Select backup content** window, you can select the content categories that you want to backup.  
**Note:** Backing up files by categories is available only in the SingTel PowerON Desktop Backup version with unlimited backup space (i.e. Full version).
  - In the **Select backup content** window, click **Select....** In the window that opens, you can include specific files and folders in the backup.
8. Click **Next**.
9. Select the number of days that you want the files that were deleted from your computer to be kept in the backup, and click **Next**.
10. Click **Finish**. SingTel PowerON Desktop Backup starts to backup your files.  
**Note:** You can close the window and use your computer normally.

**Parent topic:** [Backing Up Files](#)

### 3.1.1. **What file categories can be backed up?**

This section explains what file categories you can select to backup.

**Note:** Backing up files by categories is available only in the SingTel PowerON Desktop Backup version with unlimited backup space (i.e. Full version).

If you have selected to back up files by categories, the program backs up your files wherever they are on your computer, whenever you are connected to the Internet. It searches your computer for pictures, videos, music, office documents, e-mail messages, and browser bookmarks.

By default, the **Pictures**, **Office documents**, **Videos**, **Music**, **E-mail messages**, and **Browser bookmarks** categories are selected for backing up. On the **Backup** page, you can click **Change...** to include other categories in the backup.

**Note:** If you select to backup e-mail messages, every time you restart your computer, the program looks for new e-mail messages. This operation increases the load on the processor, and it may somewhat slow down your computer. The duration of the scan and the load on the processor depends on the capabilities of your processor and on the amount of e-mail messages that you are backing up.

**Note:** If you exclude a content category that you have previously included in the backup, the already backed up files in that content category are automatically removed from the backup. They are removed within a certain number of days, which you can change in your settings. After this period, you can no longer restore these files.

The backup process runs in the background. The backup speed may vary depending on the following:

- What is the type and speed of your Internet connection.
- How long you have had the Internet connection open.
- Whether you use your computer for something else at the same time.

The following table describes the file categories that you can select to backup:

Category	File Type	Application / Extension
Office documents	Microsoft Office documents, templates and databases.	Word, Excel, PowerPoint, Publisher, Project, Access, Fax at work, Money, Visio.
	OpenOffice.org documents, templates and databases.	All OpenOffice and OpenOffice 2 applications.
	Desktop publishing documents.	InDesign, QuarkXpress, PageMaker, FrameMaker.
	CAD and modeling drawings.	dxf, .dwg, .mac, .pla, .pln, .pz3, .pzz files.
	Other documents.	.accdb, .accdt, .accdr, .accde, .asd, .awd, .csv, .dot, .dotx, .dotm, .doc, .docm, .docx, .lex, .ldb, .mdb, .mda, .mht, .mhtml, .mny, .mpp, .mpt, .msproducer, .mpc, .mpv, .msw, .odb, .odf, .odg, .odif, .odm, .odm, .odp, .ods, .off, .one, .onepkg, .otg, .otp, .ots, .ott, .pdf, .pptx, .pptm, .ppt, .potx, .potm, .pot, .pps, .pub, .ppsx, .ppam, .ppsm, .qef, .rtf, .slk, .sxc, .stc, .sxd, .std, .sxi, .sti, .sxw, .stw, .sxc, .svd, .txt, .vsd, .vst, .xlsx, .xlsm, .xlsb, .xls, .xlt, .xlm, .xlw, .xltx, .xltm, .xlam, .xsn

Category	File Type	Application / Extension
Pictures	All common digital camera and graphic application files.	
	Photos and drawings, including RAW images from digital cameras.	.ai, .bmp, .cdr, .cdx, .cpt, .cr2, .crw, .dng, .dcr, .dxf, .emf, .eps, .fh9, .fhd, .gif, .graffle, .jpe, .jfif, .jpg, .jpeg, .nef, .orf, .pef,, .png, .ps, .psb, .psd, .psp, .ptx, .raf, .raw, .rgb, .sr2, .svg, .tga, .tif, .tiff, .wec, .xar
	Creative application documents.	.ai, .eps, .cpt, .cdr, .cdx, .fla, .png, .psd, .psb, .psp, .eps, .dxf, .fhd, .fh9, .graffle, .wec, .xar
Video files	Video files	.3gp, .3g2, .2gp2, .asf, .avi, .flv, .h264, .ivf, .mkv, .mov, .mp4, .mpe, .mpeg, .mpg, .ogm, .ogv, .vcd, .vob, .vp3, .vp6, .vp7, .vp8, .wmv, .xvid
Music files	Audio files	.aac, .ac3, .aif, .aiff, .aifc, .ape, .apl, .au, .cda, .dts, .flac, .mid, .midi, .mp3, .m2a, .m4a, .m4b, .mka, .m4p, .mp4, .mp2, .mla, .mpa, .oga, .ogg, .ra, .rmi, .snd, .wma, .wav
<p>E-mail messages</p> <p><b>Note:</b> If you select to backup e-mail messages, every time you restart your computer, the program looks for new e-mail messages. This operation increases the load on the processor, and it may somewhat slow down your computer. The duration of the scan and the load on the processor depends on the capabilities of your processor and on the amount of e-mail</p>	E-mail messages (default selection)	Default e-mail application (Outlook, Outlook Express, Windows e-mail, Thunderbird).



Category	File Type	Application / Extension
messages that you are backing up.		
Web browser bookmarks	Bookmarks in Internet Explorer, Mozilla Firefox, Chrome, and Safari	

Parent topic: [Starting the first backup](#)

### 3.2. What if I delete a file that has already been backed up?

Files that you have deleted from your computer remain in the backup for 15, 30 or 45 days depending on your settings.

This allows you to recover deleted files if you deleted them by mistake. You can change the time if you want. For more information, see the section **Changing the Backup Settings**.

Parent topic: [Backing Up Files](#)

### 3.3. Stop backing up files temporarily

You can temporarily stop backing up files:

1. Click the **Pause** button at the bottom of the screen. You can find a **Pause** button on the **Backup** page too. Backing up files pauses.
2. Click **Resume** to continue backing up your files.

Parent topic: [Backing Up Files](#)

### 3.4. What should I do if backing up is taking too long?

When you back up the files for the first time, it can take several days or even a few weeks.

Leave your computer on until the initial backup process is complete. If you are using the SingTel PowerON Desktop Backup version with unlimited backup space and have turned on many categories (For example, **Pictures**, **Music**, and **Videos**, the backup speed may slow down). Depending on the performance of your computer or the speed of your Internet connection, the backup process may slow down your computer.







Parent topic: [Backing Up Files](#)

## 4. Checking the Status of Backup and Restore Operations

The SingTel PowerON Desktop Backup program gives you constant feedback about the status of your backup and restore operations. The following sections explain what status, backup, and restore information you can view.

### 4.1. Status information

On the main page, in the upper left part of the window, you can see the status of the SingTel PowerON Desktop Backup. The following symbols show you the status of the program.

Status icons	Explanation
	Shows that the program is online and working without any problems. For example, the program is backing up your files.
	Shows status information. For example, the program is restoring your files.
	Indicates a non-critical error situation. For example, your subscription to the service is about to expire or your backup space is running low.
	Indicates a critical error state in the program. For example, your subscription to the service has expired or there is no network connection.
	Indicates an unknown status.
	Shows that the program is turned off or is not configured.

If you are using the SingTel PowerON Desktop Backup version with limited backup space (i.e. Trial), you can view the following status information:

- On the main page, you can view how much space you have left for your backups.
- On the **Statistics** page, you can view the quantity and size of the backed up files by their categories (This applies to the version with unlimited backup space too).

**Parent topic:** [Checking the Status of Backup and Restore Operations](#)

## 4.2. Backup information

On the main page, whether creating or updating your backup, you can see how many percent of the files that are included in the backup have been backed up.

On the **Backup** page, you can view the following:

- A progress bar showing the progress of an ongoing backup.
- The total number of files that have already been backed up.
- The total size of the files that have already been backed up.
- The name of the file currently being backed up.

**Note:** When the product has just started backing up files, the percentage of files that have been backed up is not show right away. The product has to first calculate the total amount of data to be backed up. If there is a lot of data, it may take a while before the percentage can be shown.

When the backup operation is complete, you can view a list of the backed up files by clicking the **View file list...** link.

**Parent topic:** [Checking the Status of Backup and Restore Operations](#)

## 4.3. Information on the restore operation

On the main page, when restoring your files from the backup, you can see how many percent of the files that you selected to restore have been restored.

On the **Restore** page, you can view the following:

- A progress bar showing the progress of an ongoing restore operation.
- The total number of files that have already been restored.
- The total size of the files that have already been restored.
- The name of the file currently being restored.

**Note:** When the restore operation is complete, you can view a list of the restored files by clicking the **View file list...** link.

**Parent topic:** [Checking the Status of Backup and Restore Operations](#)

## 4.4. Viewing backed up files

You can access your backed up files on the web through your web browser or using the SingTel PowerON Desktop Backup program on your computer.

**Parent topic:** [Checking the Status of Backup and Restore Operations](#)

#### 4.4.1. Accessing backed up content on the web

You can access your backed up files on the web through your web browser.

Through the SingTel PowerON Desktop Backup web access, you can also view, play, and download the backed up files, but you cannot backup any files. Depending on the type of service you use, you may also be able to share files.

**Note:** The SingTel PowerON Desktop Backup web access supports the following browsers:

- Microsoft Internet Explorer
- Mozilla Firefox
- Safari
- Chrome

To open the SingTel PowerON Desktop Backup web access:

**Note:** You can also open the web access by clicking the ***Open the web access*** button on the main page.

1. Enter the following web address to your browser: <https://singtel.ob.f-secure.com>.
2. To log in, enter your login name (i.e. e-mail address) and password. The login name and password are the same as those used in the SingTel PowerON Desktop Backup program.

**Parent topic:** [Viewing backed up files](#)

#### 4.4.2. Viewing files using the SingTel PowerON Desktop Backup program

You can view the backed up files by using the SingTel PowerON Desktop Backup program.

To view a list of the backed up files

1. On the main page, click ***Back up***.
2. Click the ***View file list...*** link.

The complete list of backed up files opens when you click the ***View file list...*** below the backup progress bar. The list opens in a new window and shows detailed information about the files and folders that have been added to the backup. Under the progress bar, you can see the name of a file that is currently being backed up.

**Parent topic:** [Viewing backed up files](#)

## 5. Restoring Backed Up Files

This chapter explains how you can restore your backed up files.

## 5.1. Restoring backed up files to another computer

This section explains how you can restore backed up files to another computer. You may sometimes want to restore a backup to another computer than the one that you used to create the backup.

**Note:** If you have already installed the SingTel PowerON Desktop Backup program on another computer and backed up files with it, you cannot restore files with it from another computer.

To restore backed up files:

1. In the **Welcome to SingTel PowerON Desktop Backup** window, click **Restore my backup to this computer**.
2. In the **Log in to SingTel PowerON Desktop Backup** window, do the following:
  - Enter your e-mail address.
  - Enter a password.
  - Click **Next**.

You need the e-mail address and password for:

- receiving reports of backup events on your computer,
  - accessing your backed up files on the web, and
  - any technical support you may require in the future.
3. Click **Next**. The program validates your user name.
  4. Select the backup that you want to restore, and click **Next**.
  5. Select one of the restore types:
    - **Restore by files and folders**: Select specific files and folders that you want to restore to your computer.
    - **Restore all**: Restore all files on the backup server to your computer.
  6. Click **Ok**.
  7. Do one of the following:
    - If you selected to restore by files and folders, in the **Select specific files and folders** window that opens, select the files and folders that you want to restore, and click **Change...** to select the location to where you want to restore the files.
    - If you selected to restore all, in the **Restore all files** window that opens, click **Change...** to select the location to where you want to restore the files.
  8. Click **Ok** to start the restore operation. When the restore operation is complete, you can view the restored files by clicking the location path on the **Restore** page.

**Note:** We recommend that after restoring your files, you organize them on your computer, and set up the backup.

Parent topic: [Restoring Backed Up Files](#)

## 5.2. Restoring files to your computer

This section explains how you can restore backed up files to the same computer on which they were backed up.

To restore backed up files:

1. On the main page, click **Restore**. The **Restore** page opens.
2. Select one of the restore types:
  - **Restore by files and folders**: Select specific files and folders that you want to restore to your computer.
  - **Restore all**: Restore all files on the backup server to your computer.
3. Click **Ok**.
4. Do one of the following:
  - If you selected to restore by files and folders, in the **Select specific files and folders** window that opens, select the files and folders that you want to restore, and click **Change...** to select the location to where you want to restore the files.
  - If you selected to restore all, in the **Restore all files** window that opens, click **Change...** to select the location to where you want to restore the files.
5. Click **Ok** to start the restore operation. When the restore operation is complete, you can view the restored files by clicking the location path on the **Restore** page.

Parent topic: [Restoring Backed Up Files](#)

## 5.3. Stop restoring files temporarily

You can temporarily stop restoring files.

To temporarily stop restoring files:

1. On the **Restore** page, click the **Pause** button. Restoring files pauses.
2. Click **Resume** to continue restoring your files.

Parent topic: [Restoring Backed Up Files](#)

## 5.4. Stop restoring files temporarily

You can stop restoring files.

To stop restoring files:

1. On the main page, click the **Restore**. The **Restore** page opens.
2. Click the **Cancel** button next to the progress bar. The **Do you really want to cancel restoring the files** dialog opens.

3. To cancel the restore operation altogether, click the **Yes** button. No files are being restored after that.

**Parent topic:** [Restoring Backed Up Files](#)

## 6. Changing the Backup Settings

This chapter explains how you can change the backup settings on the **Settings** page.

### 6.1. Restricting the use of bandwidth

You can restrict the use of bandwidth during the backup operation.

To restrict the use of bandwidth:

1. On the main page, click **Settings**.
2. Under **Restrict the use of bandwidth**, select the maximum bandwidth allowed. This is the maximum bandwidth that the program will use when backing up your files.
3. Click **OK**.

**Parent topic:** [Changing the Backup Settings](#)

### 6.2. Saving revisions of Office documents

If you change a local Office document that has already been backed up, you can select how many revisions of the document you want to include in the backup in addition to the original document.

You can do this in the Settings page under **Save revisions of Office documents**.

**Note:** The possibility of save revisions applies only to Office documents.

By default, no revisions are saved. It means that changed documents replace the previous revisions in the backup. In this way, the latest version is always included in the backup.

To save revisions:

1. On the main page, click **Settings**.
2. On the **Settings** page, under **Save revisions of Office documents**, move the slider to select the number of revisions that you want to save. For example, if you select 0, only the original document is included; if you select 3, the original and three previous revisions of it are included in the backup.

**Parent topic:** [Changing the Backup Settings](#)

### 6.3. Keeping deleted files in the backup

Under **Keep deleted files**, you can select the time for how long deleted files or files that you have excluded from the backup are kept on the backup server.

Files that you have deleted from your computer or excluded from the backup remain in the backup for 15, 30 or 45 days depending on your settings. This means that if you delete files on your computer or exclude them from the backup, they are still kept in the backup server for 15, 30 or 45 days. In this way, you can restore deleted files later. You can change the time if you want.

**Parent topic:** [Changing the Backup Settings](#)

### 6.4. Backing up hidden and system files

You can select to include in the backup hidden files, or both hidden and system files. By default, this option is turned off so that neither hidden nor system files are included in the backup. A hidden file or folder is a file or folder that a user cannot see on a computer by default. Hidden files and folders often contain operating system- and application-related data and user preferences.

A system file or folder on a computer is a file or folder that has been marked with a "system" attribute, or is located under a particular folder on the computer. System files include operating system and application executables and data. Normally, it is not necessary to include these files and folders in your backup because they can be restored by re-installing the applications or the operating system. In some cases, however, a particular application may, for example, save your important settings in hidden files, and you may want to have them backed up.

We do not recommend including hidden and system files in the backup unless you have a particular reason to do so.

**Parent topic:** [Changing the Backup Settings](#)

### 6.5. Changing password

On the **Settings** page, you can change your password.

**Note:** You can change the password also through the SingTel PowerON Desktop Backup web access. In that case, you must enter the new password in the SingTel PowerON Desktop Backup program on your computer also to continue its operation.

To change the password:

1. On the main page, click **Settings**.
2. Under **My account information**, click **Change...**



3. A window opens where you enter a new password and confirm it.
4. Click **OK**.

**Parent topic:** [Changing the Backup Settings](#)

## 6.6. Receiving backup status reports

You can select whether you want to receive reports by e-mail.

On the **Settings** page under **E-mail report**, you can select to receive by e-mail a weekly backup report or no report at all.

**Parent topic:** [Changing the Backup Settings](#)

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